



**COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND CABLE**

D.T.C. 01-31-Phase IV

September 7, 2016

Petition of Verizon New England Inc. to Waive Certain Results Under its Retail Service Quality Plan for April, May, and June 2016.

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**NOTICE OF PUBLIC HEARING**

On July 15, 2016, Verizon New England Inc. ("Verizon") filed a petition with the Department of Telecommunications and Cable ("Department") seeking relief pursuant to Paragraph E of its Massachusetts Retail Service Quality Plan as a result of a work stoppage that occurred from April 13, 2016, to June 1, 2016. Verizon seeks to exclude from the calculation of its performance metrics, certain data measurements taken during the work stoppage in three performance categories: Percent of Troubles Cleared Within 24 Hours – Business; Customer Service Bureau (CSB) Average Speed of Answer; and Business Service Level (measuring speed of answer at Verizon's Business Sales and Service Center).

Verizon's petition has been docketed as D.T.C. 01-31-Phase IV and is a formal adjudicatory proceeding conducted pursuant to G.L. c. 30A and 220 C.M.R. § 1.00. The Department will hold a public hearing to receive public comments on Verizon's petition. The public hearing will take place at:

10:00 A.M.  
September 29, 2016  
Department of Telecommunications and Cable  
1000 Washington Street  
Hearing Room 1-E  
Boston, MA 02118

Additionally, the Department will accept written initial comments and reply comments on Verizon's petition. Initial comments must be filed by 5:00 P.M. on October 13, 2016. Reply comments must be filed by 5:00 P.M. on October 27, 2016. A person who wishes to participate in this proceeding may file a written petition for leave to intervene by September 29, 2016. In

the interest of efficiency, the Department strongly encourages electronic filing to

[dtc.efiling@state.ma.us](mailto:dtc.efiling@state.ma.us). Comments may also be mailed in hard copy to the Department at:

Sara Clark, Secretary  
Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, MA 02118-6500

All filings must be served on all parties. The current service list is available from the Department Secretary. All filings must specify: (1) an easily identifiable case caption; (2) the docket number; (3) the commenter or petitioner; (4) the name of the person submitting the filing; (5) that person's title, if any; and (6) a brief descriptive title of the document (e.g., Initial Comments). All petitions for leave to intervene must satisfy the substantive requirements of 220 C.M.R. § 1.03, and should also include the name, title, and telephone number of a person to contact in the event of questions about the filing. Any questions regarding this proceeding should be directed to Sara Clark at [Sara.Clark@state.ma.us](mailto:Sara.Clark@state.ma.us) or 617-305-3580.